

Getting Started: A Step-By-Step Guide

You have scheduled a VA Video Connect visit with your health care provider. Now what? Follow these steps to get familiar with the technology *before* your appointment.

Step 1: Visit the website.

Go to the VA Video Connect page on the VA App Store website at **mobile.va.gov/app/va-video-connect**.

Review the helpful resources on this page, including the Quick Start Guides and Frequently Asked Questions.

Step 2: Get set up.

For Android or Windows mobile devices and personal computers: No app download is needed. VA Video Connect will open automatically when you select your appointment link.

For Apple mobile devices (iPhone, iPad, or iPod Touch): Search for and download the “VA Video

Step 3: Test your device.

Open an internet browser and go to **mobile.va.gov/app/va-video-connect**. Once on the page, select “visit the VA Video Connect test site” to make sure your device’s camera and microphone are fully functioning.

If you would like to practice using the app before your appointment, ask

Step 4: Join your visit.

A few minutes before your video visit, find the appointment email from “donotreply@mobilehealth.va.gov” and select the appointment link to join your session. In some cases, you will be directed to a virtual waiting room before your session begins.

Having technical difficulty? Contact the National Telehealth Technology Help Desk.

Clinical Video Telehealth In-Home Technology Information

When you receive the VVC link in your email, just click on the link and the website to connect you to your appointment will open automatically in your browser.

- o You may be instructed to download a video player if you don’t already have one (e.g. Adobe or Silverlight)

- o iOS users (apple iPhones) will need to download the **VA Video Connect** app from the app store or at <https://mobile.va.gov/app/va-video-connect>.

Each appointment has its own unique link. Links from previous appointments will not work. If you receive the link well in advance, you should save it to your calendar so you don't have to search for it later. However if your email has been lost let your provider know so they can email the link again.

National Telehealth Technology Help Desk is a fully staffed and ready to assist you with any telehealth technical request you may have.

Phone: (866) 651-3180 or (703) 234-4483

Hours of Operation: Monday through Saturday 7am through 11pm EST

Virtual Care Manager Helpdesk

If you run into any problems with the Virtual Care Manager Application call the VA Mobile Service Desk for assistance.

- VA Mobile Service Desk phone number is 1-844-482-6624
- VA Mobile Service Desk hours of operation are from 8am to 8pm EST Monday-Saturday.

VA Video Connect Appointment Guidelines

1. VA Video Connect is not a suitable modality for everyone. Your provider may determine services may be better offered via in-person care if there are ongoing challenges with technology or treatment goals to ensure you are receiving the best care possible.
2. Due to the sensitive material that is covered in each session, please be alone in the room (family or friends can join if patient consents), unless otherwise agreed upon with your provider. This is to respect the confidentiality of your treatment.
3. Do not Video/Audio record the session.
4. Please do not call your provider via VVC while you are driving or in a public area (e.g., public transit, at a restaurant)
5. Please call your provider if you are running late.
6. Please dress as if you were going to an appointment at VA clinic.
7. Please have session in a private room with minimal distractions: Cellphones should be turned off or on vibrate, do not text during session, do not e-mail, use the internet, or engage in any other activities on the computer during your appointment.
8. Please inform provider of any pets or people in the home at the time of session.
9. Please make sure that all televisions, radios, and any electronics (e.g., iPod, stereo) are turned off.
10. Please do not engage in other activities during sessions (e.g., cooking, cleaning, eating). Drinking water is okay.
11. No smoking or use of tobacco products during the appointment.

12. Please do not attend sessions while under the influence of alcohol or illegal drugs.
13. Please lockup all weapons (e.g., guns, knives, etc.) and remove them from the room where the VVC appointment will be occurring.
14. Please note if there are continuous difficulties with technology (audio/video) a recommendation for services in-person will be made.
15. Please be sure to have your devices fully charged prior to your scheduled appointment and you have conducted a test demo.